

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: COMPUTER TECHNICIAN
INFORMATION TECHNOLOGY DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs routine to complex technical work in the design, maintenance and troubleshooting of computer software, hardware, and network systems. Work involves providing maintenance and troubleshooting for wide area network; ensuring reliability, speed, and security of Information Technology infrastructure by implementing improvements; install, maintaining, and configuring servers and desktop personal computers; managing software and hardware inventory, and license agreements; maintaining and troubleshooting website and e-mail accounts; advising staff on hardware/software features to maximize Information Technology investment; participating in design and implementation of new systems; performing documentations, communication, implementation, and compliance of Town Information Technology policies; resolving computer system problems; and research literature and constructing custom technical help sheets for staff. Reports to the Information Technology Administrator.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Troubleshoots any hardware or software issues with wide area network; diagnoses and solves problems; follows up with responsible party.

Responds to user's technical queries.

Troubleshoots and solves hardware, software, and networking problems via telephone or in person for support systems and applications (at personal computer level).

Researches computer/network problems by consulting technical manuals.

Develops and implements improvements to Information Technology infrastructure.

Configures and installs new computers for Town staff; manages transfer of data from old to new personal computers.

Configures and installs new servers for Town.

Installs battery backup devices for each personal computer/server.

Documents configuration of network along with configuration changes.

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Implements and manages backup plan including offsite for Town data.

Installs software updates to servers including both offsite and application software.

Manages/maintains enterprise antivirus application.

Manages backup software.

Manages and maintains digital security camera surveillance system; provides camera footage as necessary.

Manages system domain by adding/deleting user accounts, resetting passwords, etc.

Ensures security of Town's network/systems such as managing Firewall logs, etc.

Manages software and hardware inventory and related license agreements.

Assists in management construction and conversion of Town's databases.

Manages router/firewall configurations including keeping backups of configuration files.

Troubleshoots, maintains, and posts content to Town's website.

Troubleshoots, maintains, and manages email accounts.

Manages development of Town's intranet; develops new pages and features of intranet.

Constructs custom technical help sheets and manuals for help.

Conducts training sessions for staff on various Information Technology topics.

Works with contractors (outside support) to accomplish projects.

Receives and/or reviews various records and reports such as work orders, error logs, antivirus/backup application logs, firewall logs, and changes to Town website.

Prepares and/or processes various records and reports such as work completed reports, help sheets/training manuals, design of intranet/website, video footage, and error logs – firewall.

Refers to technical manuals/books, technical websites, product documentation, telephone support, information provided by consultant, policy and procedure manuals, computer manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as switch/router, test tool, servers, switches/firewall, website/email server, tape library device, etc.

Uses a variety of tools such as hand tools, network assistant laptop, tester, volt/ohm meter, diagnostic cd, etc.; a variety of supplies such as backup tapes and cd's, diagnostic cd's, new hardware components, general office supplies, etc.; and a variety of computer software such as Microsoft Outlook, Windows Server 2003, Cisco Network Assistant, IPS watch FTP, PI Vision, etc.

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Interacts and communicates with various groups and individuals such as the Information Technology Administrator, Town employees, co-workers, contractors, vendors, and the general public.

ADDITIONAL JOB FUNCTIONS

Provides audiovisual/projector setup for some meetings.

Serves as backup for Information Technology Administrator and Police Information Technology Specialist.

Assists part-time Information Technology Intern.

Cleans equipment and office space.

Performs yearly Information Technology audit with contractor.

Performs general clerical duties as required, including preparing records and reports, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's degree in computer technology, computer networking, or related field supplemented by six to nine months of responsible experience in computer technology; or an equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which involves some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds) and occasionally heavier weight (up to 50 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and/or instruction from supervisor.

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Language Ability: Requires ability to read a variety of policies and procedures, technical manuals and diagrams, etc. Requires the ability to prepare technical reports and diagrams, records, memos, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions to teach co-workers. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including computer technology, computer networking, computer programming, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use advanced applications of algebra, geometry and statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, tools, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a slight degree or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Information Technology Department as they pertain to the performance of duties of the Computer Technician. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge in the areas of computer / network technology and maintenance, information systems management, communications

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technology, etc.; is able to provide effective user assistance. Is skilled in troubleshooting and resolving hardware and software problems. Is able to install new equipment and systems. Has knowledge of the standard tools, materials, and practices of the industry. Is skilled in the care and use of required tools and equipment. Has knowledge of the occupational hazards and safety precautions of the industry. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is skilled in organizational, technical, and human relations skills. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling, and grammar. Has knowledge of modern office practices and technology. Has the mathematical ability to handle required calculations. Is able to read and interpret technical materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has thorough knowledge of the terminology and various professional languages used within the department. Is able to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Is able to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

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Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.